



Job Posting

Position Title: Director of Operations

Reports To: Dr. Kathleen Airhart, Deputy Commissioner and Chief Operations Officer

Location:

Tennessee Department of Education
710 James Robertson Parkway
Nashville, TN 37243

Position Description: The Director of Operations will lead the operations team in linking various plans to assure a coordinated approach in support of the department's strategic plan. This will be accomplished by developing measures that drive progress; providing expert resources to lead continuous improvement; and managing the cross-functional efforts required to accomplish major change initiatives.

The person in this role will support the Chief Operations Officer by leading and managing various operational areas to include but not limited to real estate, facilities, property management, procurement, safety and emergency, records management and work related to civil rights for schools with career and technical education programs. This person must be able to manage several tasks and pivot between numerous responsibilities while collaborating and working effectively across multiple and diverse teams and working across agencies.

Specific Position Responsibilities:

- Support the Chief Operations Office in driving effective change across the department
- Provide tools and resources to manage the execution of daily operations
- Plan, prepare and manage operating budgets
- Manage and improve matters related to facilities such as space planning, leasing, building maintenance and compliance reviews for all TDOE locations including field service centers



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- Lead the development and execution of safety and emergency planning
- Develop and oversee the continuous improvement operational process and systems to ensure maximum productivity of staff
- Manage a decentralized procurement program to include upgrading policies, practices, procedures and department training
- Ensure operational policies are clear and effective, and establish mechanisms for training and accountability
- Design and implement strategies that address identified deficiencies and liabilities
- Serve as the internal liaison with other departments and also as the inter-agency liaison with Central Procurement Office, STREAM and Finance & Administration
- Provide seamless support to the four state special schools and the Achievement School District (ASD), especially as it relates to procurement and asset management
- Consistently deliver on performance development for all team members
- Drive excellence, customer service and continuous improvement across all operations

Qualifications:

A successful candidate will exhibit the following:

- Demonstrated supervisory and leadership ability. Able to effectively develop employees.
- Strong organization skills, project management experience and a track record of achieving milestones.
- Experience working with diverse teams successfully.
- Able to build strong internal and external relationships.
- The capacity to leverage internal and external networks, to engage in team problem solving.
- Experience in writing and delivering high-impact presentations and training modules.
- Strong written and verbal communication skills and a demonstrated ability to communicate complex matters multiple stakeholders in a concise manner.
- Able to work independently with minimal supervision.
- Demonstrated strategic thinking and analytical skills.



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- Exhibit exceptional judgment, strong initiative, and a quick learner.
- Embody customer focus attitude and provide outstanding customer service
- Exceptional ability to manage multiple and different areas simultaneously
- School nutrition and/or experience with Titles II, VI and IX a plus

Successful candidate will exhibit the following:

- Excellence
- Optimism
- Sound Judgment
- Courage
- Teamwork

Salary and Benefits:

Salary is competitive and commensurate with qualifications. In addition, a [comprehensive benefits package](#) is included.

To Apply:

Please e-mail a cover letter, resume, and three professional references to Sam Percy, Executive Director of Operational Strategy, at Sam.Percy@tn.gov. Applications should be submitted by September 1st.

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